

From: java cruise
To: Microsoft ATR
Date: 12/11/01 10:58am
Subject: Microsoft Settlement

I'm dismayed at the recent settlement with Microsoft. We consumers, when faced with a monopolistic entity such as Microsoft don't not have much recourse. Normally with a company a consumer can decide not to buy a product if a company starts producing poor quality products, not so with a monopoly. As a developer and long time software engineer I have recommended much better quality software products in lieu of equivalent functionality Microsoft products to management only to be told they were concerned about compatibility problems. So, at work we are forced to use buggy, insecure Microsoft products. My productivity over the years has continued to decline. I'm constantly fighting the products made by Microsoft trying to get them to work. Continual resets, advertised functionality that plain and simple does not work which when you point it out to Microsoft tell you that you have to buy the next version. Grrrr! If I buy a TV, a car or any other consumer products that does not work I do not have to BUY THE NEXT VERSION so why does the government allow Microsoft to do this?

Please take into consideration that I do not ask for controls against Microsoft lightly. I live in the same region as Microsoft. Anything that you do to open up the market to other competitors against Microsoft is likely to affect me adversely in the short term. But I'm willing to make that sacrifice. I see great peril ahead for our economy if something is not done about Microsoft. We tracked in a development group the direct time lost to crashes in Microsoft products. For 40 people the average was 5.5 hours per week/per person! I worked on other computing environments where we had maybe 10 hours per year, and this were older systems. Microsoft is supposed to be the 'modern operating system' with 'new and improved' applications.

I really think Microsoft should change their motto.

'We are Microsoft. We don't care, BECAUSE WE DON'T HAVE TO!!!'

You are the consumers only hope. Do not forsake us.

Sincerely,

Concerned in Seattle

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